

## Water Industry

### Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory May 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Water Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
WTA210, SWR210	California American Water Company	Billing	High Bill	1
		Billing	Late Payment Charge - LPC	1
		Service	Disconnection Non Payment	1
		Policy and Practices	Safety	1
	California American Water Company Total			4
WTA60	California Water Service Company	Service	Disconnection Non Payment	1
	California Water Service Company Total			1
WTD433	Canada Woods Water Company	Billing	High Bill	1
	Canada Woods Water Company Total			1
WTB61	Del Oro Water Co., Inc.	Billing	High Bill	1
	Del Oro Water Co., Inc. Total			1
WTC88	Fulton Water Company	Billing	High Bill	1
	Fulton Water Company Total			1
WTA133	Golden State Water Company	Billing	High Bill	1
	Golden State Water Company Total			1
WTA314	Liberty Utilities (Park Water) Corp.	Billing	High Bill	3
	Liberty Utilities (Park Water) Corp. Total			3
WTA168	San Jose Water Company	Billing	High Bill	2
		Billing	Meter Reading Issue	1
	San Jose Water Company Total			3
WTA339	Suburban Water Systems	Billing	High Bill	2
		Billing	Payment Arrangements	1
	Suburban Water Systems Total			3
WTC199	Yosemite Spring Park Utility Co.	Service	Disconnection Non Payment	1
	Yosemite Spring Park Utility Co. Total			1
Total ICs Sent <sup>1</sup>				19

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.